



Appendix I

Contacts

Background

This is one of three proposed new appendixes. Please read the following information before you comment on these additions to the Treatment Manual.

Documenting the knowledge of Subject-Matter-Experts for the Treatment Manual helps to develop and maintain the knowledge base necessary to treat commodities and minimize a pest risk. However, managing this knowledge base so you will have the right information at the right time to help make the right decision is more complicated than just giving you access to explicit, documented information. You may also need tacit information and knowledge that is not documented. After all, when you need an immediate answer to a question, do you remember it from training, look for it in the Treatment Manual, or do you ask someone? To get this information and knowledge, you may have to contact decision makers, subject-matter-experts, or someone in administrative support. Also, you will have to know where to go for other information resources.

Purpose

To assure a more comprehensive knowledge base that will give you the right information at the right time to help you make decisions, I would like to propose the following new appendixes to the Treatment Manual:

- ◆ Appendix I- Contacts
- ◆ Appendix J- Frequently Asked Questions
- ◆ Appendix K- Information Resources

My proposal can make this information available through the Treatment Manual; however, I need your comments and support to develop and maintain this resource for the manual users.

Request for comments

Read my comments on how to organize these proposed appendixes before you respond to the following questions.

- ◆ Would the information in Appendix I-Contacts improve the performance of your work?
- ◆ Would the information in Appendix J- Frequently Asked Questions improve the performance of your work?
- ◆ Would the information in Appendix K- Information Resources improve the performance of your work?
- ◆ What specific information would you need in the proposed appendixes? (For example, the e-mail address and fax number of the contact.)
- ◆ How would you develop and maintain these appendixes to be useful to the manual users?

Send your comments to:

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Proposed Appendix Organization

The proposed appendixes should be organized around the tasks we do and work-related subjects. This list of tasks would become our organizational taxonomy and help locate people whose knowledge can help you make decisions about policy and the tasks that you are currently working on. For the convenience of the manual user, the organizational taxonomy for treatment issues could be integrated into the existing index of the Treatment Manual.

The appendix for contacts should identify subject-matter-experts, decision makers for policy, decision makers for operations, and administrative support people.

An appendix for FAQ's is necessary because it would save time in answering questions that have already been asked. The Appendix of Frequently Asked Questions should be the first place to go if you have a question.

The appendix for information resources should list a bibliography of references, and where to locate them, including web site URL's.